071 - PLANNING & DEVELOPMENT SERVICES

Operational Summary

Mission:

The Planning and Development Services Department (PDSD) is a team of dedicated professionals who serve the planning and development entitlement requirements of private and public project applicants within unincorporated areas. Our planners, engineers, technicians, and administrative support personnel serve both the current and, through stewardship of the physical environment, future residents of Orange County.

Strategic Goals:

- Maintain consistency of General Plan, Zoning and Development Regulations with Local, State, and Federal mandates.

- Provide quality public information and planning services at the Development Processing Center.

- Provide excellent client services.

- Utilize integrated computer applications and interdepartmental electronic communication to expedite and complete development projects and.

- Improve efficiencies through the use of information technology.

- Promote public's understanding of the development and regulatory environment.

At a Glance:

Total FY 1999-00 Actual Expenditure + Encumbrance:	7,633,914
Total Final FY 2000-01 Budget:	11,122,648
Percent of County General Fund:	0.54%
Total Employees:	93.00

Key Outcome Measures:

Performance Measure	FY 99-00 Results	FY 00-01 Target	How are we doing?
RECEIVE BOARD OF SUPERVISORS APPROVAL OF GENERAL PLAN AND ZONING CODE UPDATE BY JULY 2000. **What:** The General Plan serves as the jurisdiction's "constitution" as far as development is concerned. **Why:** Guide future physical development of the County.	General Plan and Zoning Code updates are completed.	To achieve standardized format for the General Plan and update changes to reflect current patterns of unincorporated area coverage. Also, clarifying zoning code text in context with zoning code and nuisance abatement enforcement.	Excellent, as the General Plan and Zoning updates were completed ahead of schedule.

Key Outcome Measures: (Continued)

Performance Measure	FY 99-00 Results	FY 00-01 Target	How are we doing?
ACHIEVE 95% CUSTOMER SATISFACTION RATING BY AUGUST 2000. **What:** PDSD is currently investing in Intranet Development Processing Center Customer Service Evaluation. **Why:** This indicator determines how well PDSD is serving public/development community clients.	Survey is in progress and results are pending based on outcome in August 2000.	To achieve 95% customer satisfaction rating. In addition to customer satisfaction forms located at the counter in the Development Processing Center, PDSD is currently investing in an Intranet Development Processing Center Customer Service Evaluation.	On target for measurement outcome in August 2000.
ESTABLISH A STANDARDIZED PDSD PROFESSIONAL DEVELOPMENT PROGRAM FOR DEPARTMENT STAFF BY JUNE 2000. **What:** Full day computer courses on Microsoft Office Suite - Word, Excel, PowerPoint, Outlook & Access. **Why:** Training is key to improving employee efficiency & realizing goals set in PDSD's Business Plan.	Results are pending as in house/hands on computer training began on 4/19/00 for all PDSD employees.	Deliver 30 full day computer courses covering six subjects to approximately 240 PDSD employees.	Computer training is in progress; overall classes are at maximum capacity.
IMPLEMENT INTERNET/INTRANET COMPUTER LINK WITH PFRD & OCFA BY OCTOBER 2000. **What:** Implement connectivity to the County's ATM network. **Why:** Allow PDSD to substantially improve communications & services with agencies/ depts. & the public.	The Asynchronous Transfer Methos, ATM, network is accomplished and on line. This allows access by other agencies/departments and the public to PDSD's computer applications.	The ATM network infrastructure was completed before target date of May 2000. Phase II, OCFA and PFRD interface is in process and is expected to be finalized by October 2000.	Excellent progress as ATM network infrastructure is accomplished and Phase II is on schedule.
COMPLETE PLANNING & DEVELOPMENT SERVICES DEPARTMENT ANNUAL REPORT BY JULY 2000. **What:** PDSD's annual report outlines the organization's financial & corporate conditions. **Why:** To convey information to clients about department's business history and current performance.	PDSD's Annual Report is in development, results pending final report due July 2000.	Produce on a yearly basis. To enhance department's ability to communicate and emphasize its range of services. To convey to our clients about the department's business history, current performance, patterns of spending/growth, & new initiatives undertaken by organization.	Currently in development for publication and placement on PDSD's Intranet and Internet sites for access by the public at large.

Fiscal Year 1999-00 Key Project Accomplishments:

■ Identified critical path to achieve the completion of design and creation, of the Automated Permitting & Planning System (APPS); Board of Supervisors approved $1.5 Million for Phase II & III.

■ Achieved Y2K compliance on all critical computer systems.

■ Completed analysis of PDSD staffing, equipment, and facility space needs to establish the new seven code enforcement section. On June 29, 1999, the Board of Supervisors approved $1.04 Million to support the implementation of the new Code Enforcement Section within the PDSD Building Inspection Division. Code Enforcement was completely operational by October 1, 1999.

■ Successfully completed training of all supervisory PDSD employees in the Performance Incentive Program.

■ Completed the CEO mandated division of the former PDSD/PFRD shared business office by incorporating 15 financial and administrative support personnel, and implementing the CEO goal that PDSD retain all major support internally.

- Secured PDSD Human Resources Manager and support to complete CEO goal to decentralize Human Resources responsibilities to the department level.

- Successfully processed these major projects: Newport Coast-Crystal Cove, Aliso Viejo-Parker Properties, and Ladera Planned Community.

- Implemented the Geographic Information System (GIS).

- Achieved progress for the South Coast NCCP Program and administration of the Nature Reserve of Orange County.

Organizational Summary
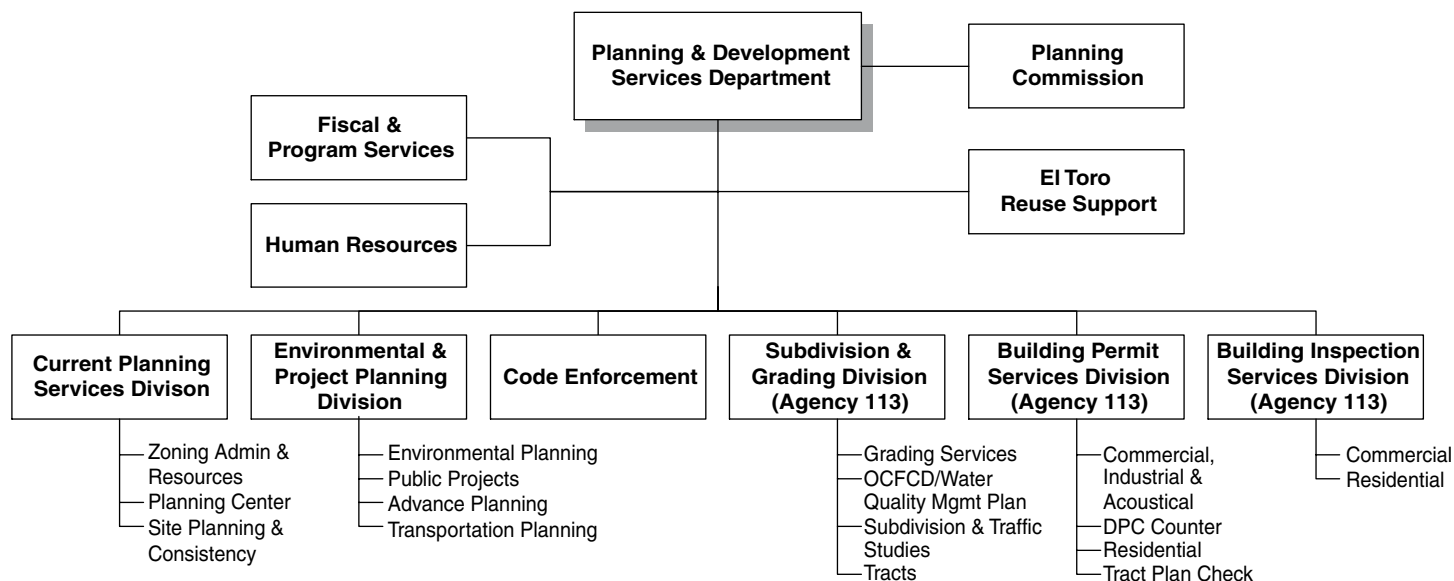
PDS DIRECTOR'S OFFICE - Planning & Development Services Department's director and secretary comprise this division. Each division manager reports directly to the PDSD Director. This relationship allows for greater accountability of the management team in implementing applicable department goals and objectives.

PDS CURRENT PLANNING SERVICES - Processes discretionary permits and zone changes for privately initiated development projects, coordinates public hearings for zoning administrator and planning commission, and enforces County's land use regulations. Provides staff support for the Development Processing Counter and administers County's resource management program which includes the Natural Communities Conservation Program.

PDS PLANNING COMMISSION - Provides clerical support to the Planning Commission.

PDS EL TORO REUSE - This division in Planning Development Services Department provides support to the El Toro Master Development Program.

ENVIRONMENTAL/PROJECT PLANNING - Maintains the County General Plan, prepares community, specific and area plans, prepares and reviews Environmental Impact Reports. Coordinates implementation activities for Orange County Development Agency - Santa Ana Heights, provides transportation planning and implements the County Growth Management Program. Also assists in processing annexation requests and gathers and reports County demographics data.

PDS CODE ENFORCEMENT - Facilitates the enforcement of Titles 2,3,4,6 and 7 of the Orange County Codified Ordinance (OCCO) and a resolution establishing a schedule of fines for Grading code violations. Also issues Civil Citations that impose fines upon persons who violate the Orange County Codified Ordinances.

PDS FISCAL & PROGRAM SERVICES - Provides quality services and support functions to all PDSD divisions, including budget and financial services, building maintenance, records management, banking functions, purchasing and accounts payable. In an effort to improve the reporting organization structure information, the agency-wide shared services were incorporated into this activity.

PDS HUMAN RESOURCES - Provide employees with professional and technical service and guidance. In addition, to ensure the hiring and retention of employees who view the County of Orange as a challenging career opportunity.

Ten Year Staffing Trend:

10 Year Staffing Trend
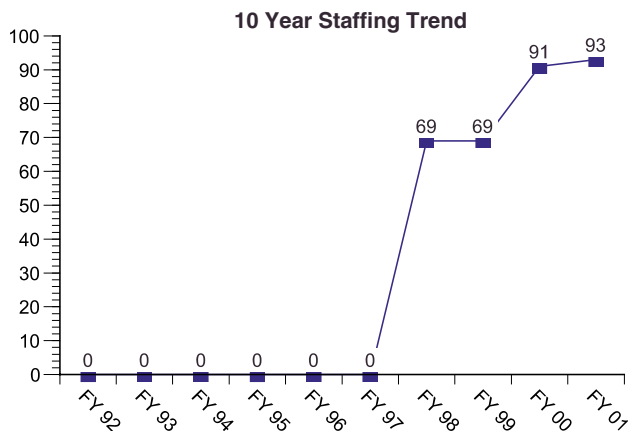
Ten Year Staffing Trend Highlights:

■ Planning & Development Services Department (PDSD) was established on November 19, 1996 in accordance with Board Resolution No. 96-825. The staffing change from FY 1998/99 to FY 1999/2000 is due to the addition of Code Enforcement Section (7) and Fiscal & Program

Services Division (15). Per Board Directive on June 5, 2000, PDSD's FY 2000/2001 Budget was augmented by an additional $200,000 and (2) positions to address code enforcement demands / needs in the County.

Budget Summary

Plan for Support of the County's Strategic Priorities:

Consistent with the PDSD Strategic Plan to assist the County with incorporations, continue EIR Preparation, Code Enforcement, support for Census 2000, support for regional planning efforts, and ongoing implementation of the Performance Incentive Plan (PIP).

Changes Included in the Recommended Base Budget:

Extra Help increase of 1.5 positions

Equipment increase for:

- PDSD Payroll Virtual Timekeeping System

- GIS System Development

- BRASS (Budget System Development/Maintenance)

Code Enforcement training and purchase of one vehicle

PDSD Net Cost is under CEO target by 12.5%

Approved Budget Augmentations and Related Performance Results:

Unit/Amount	Description	Performance Plan	Ref. Num.
Planning & Development Services Code Enforcement Program Amount: .... **$ 200,000**	Add 2 limited-term positions to the Code Enforcement Program	Board introduced at June 5 budget hearing. Required to address County code enforcement needs.	071-001

Final Budget and History:

Sources and Uses	FY 1998-99 Actual Exp/Rev[1]	FY 1999-00 Final Budget	FY 1999-00 Actual Exp/Rev[1]	FY 2000-01 Final Budget	Change from FY 99-00 Actual	
					Amount	Percent
Total Positions	N/A	91	N/A	93	93	N/A
Total Revenues	4,091,928	6,746,513	5,455,585	8,076,760	2,621,175	48.05
Total Requirements	5,284,592	9,529,547	7,580,529	11,122,648	3,542,119	46.73
Net County Cost	1,192,664	2,783,034	2,124,944	3,045,888	920,944	43.34

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 1999-00 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: PLANNING & DEVELOPMENT SERVICES in the Appendix on page 441.

Highlights of Key Trends:

- Technology Improvements: New Revenue Generation Opportunity - "Sell Banner Advertisement on the PDSD website to our clients in the development and construction community.

- Pilot 2 Year Computer Lease Agreement Versus Purchasing to minimize initial cost outlays, and achieve long term benefits.

- Onsite, Hands-on, Department Computer Training for all PDSD employees (Word, Excel, Power Point, Access, and Outlook).

- Continued and expanded development of PDSD Intra/Internet websites to make the Internet Web Page a "portal" to the department.

- Successfully complete and implement the Clerk of the Board's Comprehensive Agenda Management System Pilot Project.

- Establish a separate PDSD Network and include tie-in to the County ATM/Extranet in order to improve security, separate Intranet Applications, and Exchange Server from the PFRD Network.

- No program augmentations.

Budget Units Under Agency Control

No.	Agency Name	Director's Office	Current Planning Services	Planning Commission	El Toro Reuse	Environmental/ project Planning	Code Enforcement	Fiscal & Program Services	Human Resources	Total
071	Planning & Development Services	283,406	2,769,080	116,776	496,295	2,331,551	896,493	4,023,547	205,500	11,122,648
113	Building And Safety	23,957,182	0	0	0	0	0	0	0	23,957,182
126	SCAG Subregional Plan Development	0	0	0	0	0	0	0	0	0
140	Air Quality Improvement	0	0	0	0	613,163	0	0	0	613,163
	Total	24,240,588	2,769,080	116,776	496,295	2,944,714	896,493	4,023,547	205,500	35,692,993